

I AM NCR CISCO UNIFIED COLLABORATION MANAGED SERVICES



Your end-to-end partner to deploy next generation collaborative solutions

Communication technologies are diverse and rapidly evolving. As corporate end-users adopt a variety of communication media for business purposes, enterprises must adapt to maintain consistency, supportability and security across their infrastructure. Unified Communication and Collaboration (UCC) solutions provide a mechanism to reap new features and productivity gains, while retaining centralized management and control.

Extend your team with our expert resources

NCR leverages its workforce of 17,000 service professionals and service centers of excellence to expand your global capabilities. Utilizing our world-class training and support infrastructure, innovation labs and a host of technical certifications, you can be confident that NCR will meet your evolving business needs and help you make every day easier.

We enable you to grow your business

NCR Unified Collaboration Services enable businesses and enterprises of every size to take advantage of the Cisco Unified Collaboration® platform. We provide an agile, responsive and cost effective support model to ensure high user satisfaction. You can count on NCR to orchestrate Unified Communications solutions through a full suite of services: business consulting, solution architecture, deployment, remote support, network monitoring, and roadmap planning.

For more information,
visit www.ncr.com, or email NCR.TelecomandTechnology@ncr.com



Why NCR?

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 30,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries. The company encourages investors to visit its web site which is updated regularly with financial and other important information about NCR.

Key features

SINGLE SOURCE PARTNER FOR MULTIVENDOR TECHNOLOGY SOLUTIONS

- Integrated remote and on-site services delivering seamless approach to drive availability across your environment
- Multivendor, multi-carrier expertise for broad, best-in-class approach through a single partner

NCR SERVICE DESK

- 24 x 7 x 365 single point-of-contact (SPOC) to support Cisco Unified Collaboration managed services for the end customer
- Incidents and requests can be raised by telephone, email, or via a self-service portal

GLOBAL PROVIDER OF UCC SOLUTIONS AND SERVICES

- Consistent global deployment, support, and management capabilities covering 180 countries (direct and via partners)
- Experience working with high priority, live production environments
- Independent “white label” partner gives you the option of full solution branding

BEST-IN-CLASS SUPPORT SERVICES

- 24 x 7 x 365 NOC with OEM certified personnel
- On-site response flexibility (2hr, 4hr, NBD)
- Service analytics for continuous improvement

Service Specifications

- Transition Management
- Remote monitoring and management of customer Cisco Unified Collaboration software and hardware elements
- Event, incident, problem, change, configuration, capacity and security management and request fulfillment services
- 24 x 7 x 365 access to the NCR Managed Unified Collaboration Service Desk
- Account Management with monthly reports based on defined Service Level Objectives

Technologies Supported

- Cisco Communications Manager
- Cisco Unity® Connection Voicemail
- Cisco Unified® Contact Center Express
- Cisco Instant Messaging & Presence
- Cisco Mediagateways and Cube
- Cisco Unified Callmanager Express
- Cisco Jabber®
- Cisco TelePresence®

NCR continually improves products as new technologies and components become available. NCR, therefore, reserves the right to change specifications without prior notice.

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